

Information Services Board Meeting Minutes –September 11, 2003

Department of Information Services Boardroom, The Forum Building

Olympia, Washington

Members Present:

Glenn Anderson

Emilio Cantu

Marty Daybell

Tom Fitzsimmons

Earl Heister

Ed Lazowska

D.J. Mark

Stuart McKee

Gary Robinson

Laura Ruderman (by telephone)

Fred Stephens

Members Absent:

Darlene Fairley

Jayasri Guha

Mary McQueen

James West

Roll Call

A sufficient number of members were present to constitute a quorum.

Approval of Minutes

The minutes from July 10, 2003 were approved.

The Board wished to note in these minutes that the phone call to approve the nominations to the SIEC did not take place as planned and stated in the last meeting's minutes. It was noted that the SIEC nominations are included in the SIEC portion of this meeting's agenda.

Nominations and Selection of ISB Chair

Motion: The Board moved to nominate Tom Fitzsimmons as ISB Chairperson and Stuart McKee as Vice Chair. Motion passed.

State Interoperability Executive Committee's Status Report

Chief Ronal Serpas, WSP, announced the recommendations to the four remaining vacant SIEC positions.

- Alan Komenski, Association of Washington Cities
- Commissioner Diane Oberquell, Washington State Association of Counties
- Sheriff Ken Irwin, the Sheriff's Association
- Chief Rob Sofie, the Police Chief's Association

In answer to questions from the last meeting, Chief Serpas stated that although legislation provided no staff resources for SIEC, the Washington State Patrol, Department of

Transportation, Department of Natural Resources, Emergency Management Department, and Department of Information Services are contributing staff resources.

The SIEC is pursuing partnerships with federal programs that have similar goals and could potentially provide federal funding for items such as the wireless equipment inventory and statewide plan. These partnerships will help support SIEC activities and deliverables.

Radio systems have historically been locally based, county based, or state-based and the SIEC would like to bring the critical infrastructure and technology together and bridge the gaps between technologies and jurisdictions. Federal regulations are changing quickly and frequency coordination is an example of a critical issue that faces the state of Washington. This may be the only state that has taken the step of making state interoperability into law.

The Legislation establishes a tight timeline. By the end of calendar year 2003 an inventory must be finished of all the state systems followed in 2004 by an inventory of all the local systems. From those inventories a draft plan must be developed and by the end of 2004 SIEC will have a final radio plan completed.

Emilio Cantu suggested that it would be appropriate to communicate with Canada and inform them about the SIEC program so that they have a chance to add any suggestions or comments that they might have to offer.

Motion: The Board moved to approve the four final nominees for membership. Motion passed.

**Office of the Secretary of State's
Digital Archive Project**

Steve Excell from the Office of the Secretary of State (OSOS) introduced Bill Peldzus from Glass House Technology and Adam Jansen, the state archivist. He then stated that the OSOS is seeking the Board's formal review and approval of their investment plan. Approval will allow the Digital Archives Project to move ahead to the procurement phase in time to occupy the building that is being built at Eastern Washington University in Cheney, Washington.

The Digital Archives Project is seeking long-term preservation of electronic records that have legal, fiscal or historical significance. It will also provide security backup for certain permanent legal records for the county auditors, county clerks and a few state agencies. Rare records such as the state constitution, state maps or other rare documents will be made laminable to make them more resilient to stand the test of time.

Contractor personnel from Glass House Technologies were helpful in identifying the need for content management for the digital archives. A content management system allows tracking of the chain of custody, authenticity, and gives the database criteria that allows it to be searchable. There will also be external quality assurance during the procurement phase to make sure the RFP meets all the necessary requirements.

As a proof of concept, a legacy conversion of electronic files was performed and 97 percent of data came through with its formatting intact. Spidering of the Website from a remote location was very successful as well as archiving email remotely. The next step is to move into legal compliance on the long-term management of electronic records.

Funding was approved at the same time as legislation. When a state resident performs a financial land transaction, there's a \$1 per page fee recording that is a contribution to the Digital Archives Project.

Emilio Cantu suggested that it is important to have more visibility and user involvement in order for the project to be successful. He also recommended a change control process and system test to be put in place in order to keep the project on task.

Motion: The Board moved to approve the investment plan outline for a four-year time span with the expectation that OSOS would provide status updates to the Board as the project progresses. Motion passed.

Tom Fitzsimmons asked that the Office of the Secretary of State return in six months to present a status report in.

Department of Corrections' OMNI Status Report

Joseph Lehman, Secretary of the Department of Corrections (DOC), introduced Mike Plymack, IBM Business Consulting Services Practice Leader, Carol Meraji, the new Chief Information Officer (CIO) for DOC, and Debbie Kindall, the new OMNI Project Director.

Mr. Plymack announced that the team is working through the last of the errors in 2A and they expect to finish two weeks before the recently revised schedule date of September 30. Joe Lehman added that the 2B completion date is moving out to the third quarter of 2004 due to the legally driven requirements for the modules. Although the scopes of 2A and 2B are the same as they were in the original estimates, the interpretation of scope and the level of automation has changed. The functional design conformation process is scheduled for completion by the end of September.

In the June - July timeframe a decision was made to create a new manager to the business process who reports directly to the secretary of operations in order to ensure a stronger tie to the operating environment. The team has also committed subject matter experts to the project for the next two months to prioritize change orders and estimate additional cost if applicable.

The Board expressed concern with the schedule changes and possible funding implications. The Board recommended that the OMNI team report back at the next ISB with a recovery plan that includes details concerning the release of 2B, and that the recovery plan be constructed around a set of requirements that are identified and frozen so that the development work can be built around it. Any gap in requirements should be specifically defined. They also requested a schedule of specific timelines and associated costs in specific detail. Lastly, they recommended a diagnosis of lessons learned be performed so that they can be applied to future projects.

**Department of Personnel and
Office of Financial
Management's Human
Resource Management Project**

Sharon Whitehead, Department of Personnel (DOP) Deputy Director, outlined the project staff's qualifications and stated that they have had training primarily in the area of infrastructure and technology and will be receiving additional training in the contract negotiated with Accenture and SAP. Though there was a vendor protest in the acquisition phase, contract negotiations were finished in a nine-week timeframe. This however put the project behind by 5 weeks.

Tom Miller, DOP CIO, outlined the modification to the project schedule. By modifying resources that were assigned to non-critical path activities and deliverables and increasing Accenture resources, the time will be made up by the end of December. This modified schedule will have no impact on key milestones and no change in cost.

Barry Rau of Sterling Associates (external QA) reported that they have collaborated with the project team to identify risk that could have a material impact on the project. He reiterated that DOP successfully negotiated two contracts in a little over two months. Through the vendor evaluation process and the contract negotiations process, they have a better understanding of what the costs are going to be and the timing of the costs. They also had an opportunity to look more carefully at the feasibility study and are recommending that a contingency reserve be included in the project budget to prepare for unknowns. It is customary to estimate a 15% reserve. That would mean \$10 million total; \$5 million for change requests and \$5 million for the unknowns. The reserve would be managed under certain criteria and control process to ensure that those reserves are spent on the highest priority issues.

They currently have authorization for approximately \$32 million in Certificate of Participation (COP) authority and \$10 million cash. The next step is to identify how much of the project is eligible for COP costs and assess the COP marketability.

A final project schedule will be submitted to the Board at the next meeting. The schedule will include a list of potential quality assurance concerns. The Board will plan on discussion regarding terms of understanding and transparency of the project schedule at the next Board meeting.

**Enterprise Architecture
Committee**

Motion: In the interest of time, the Board moved to remove the EAC status report from the agenda and postpone the update to a later date. Motion passed.

**Liquor Control Board's
Merchandising Business
System Status**

Pat Kohler, Liquor Control Board (LCB), presented a brief overview of the history of the project. This project has been closely monitored by ISB oversight staff and external quality assurance from the beginning in order to reduce risk.

Currently the project is within budget. The contract amount for \$4.7 million. This includes \$3 million for hardware and software, \$1 million for implementation services and approximately \$740,000 for added deliverables in interface work and tax distribution. It is estimated that if this project doesn't proceed, \$1.8 to 2.3 million will be recoverable.

The contract was signed in August of 2002 and four stores were scheduled to be up and running by June 30, 2003. Full implementation of the 157 state stores was to be completed by September 30, 2003. LCB sent a letter to their vendor, GERS Systems (GERS), on August 12 stating that milestone test M3B was unsuccessful. The vendor response was received on September 2nd stating that they disagreed. LCB has suspended further development on the project until the issues are resolved. LCB anticipates having a decision determining the future of this project by September 30. They are currently working on lessons learned and will be willing to share them with the ISB as well.

In order to continue with GERS as the vendor, GERS would be required to recommit to meeting the RFP requirements, agreeing to a third party project manager, establishing improved organizational communications, and claiming ownership of the problems.

It was clarified that if the contract with GERS were terminated, the project would still need to move forward. The hardware already purchased would still be usable but there would be some additional cost to get the hardware into the stores and make it

functional. LCB would need to develop a phased approach based on their priorities, complete more detailed planning, and develop a strategy to protect their investment.

LCB is currently consulting with the Attorney General, the Office of Financial Management, and the Department of General Administration to come to a decision regarding the continuance of this contract.

Emilio Cantu suggested contacting other GERS customers for insight on their experiences with the vendor in order to make a better determination about continuing or discontinuing this project.

**Health Care Authority's
Insurance System Replacement
Project**

Pete Cutler, Health Care Authority (HCA) Acting Administrator, announced that the project has had its implementation date rescheduled twice and that they have received a revised project plan from Health Access that would assume a new implementation date of June 2004. This delay is due to the limited systems testing period that has stretched into several months and the system not being functional enough to conduct full systems testing.

This is a fixed price contract so there are no additional charges that the agency will incur by delaying the product implementation. However, HCA has built their budget on the assumption that the Insurance System Replacement will achieve a saving of \$200,000 a month, so that amount was taken out of their budget. In addition, HCA will be incurring additional staff budget funding for project related staff, project manager, and other positions that are dedicated to the role and management of this project or positions that may be subcontracted.

A delayed ISRP implementation would also negatively impact the DOP staffing of the HRMS system. Lastly, January 5, 2005 is the target implementation date of the new State Human Resource Management System (HRMS). At that point it would become extremely expensive and difficult to be running the current legacy system, PEBB, under the old Payroll/Personnel system.

Health Access has agreed to step up their quality review practices and their project management practices. They have also agreed to commit additional resources as needed. They state that it is important to keep testing with HCA's assistance in order to keep this project moving.

HCA will be reporting back to the Board at the November 13th meeting. Mr. Cutler reminded the Board that they will have a final report from Milestone Technologies at that point and will rely heavily on its advice on how to continue this project.

New Business/Public Comment The Board discussed holding a planning workshop before the end of the year.

Stuart McKee noted that the members have been selected for the Enterprise Architecture Committee. They are: Thomas Bynum, ESD; Christy Ridout, DSHS; Shelagh Taylor, L&I; Tom Clarke, Administrative Office of the Courts; Tom Miller, DOP; Dennis Jones, OFM; and Sue Fleener, WSP. Members of this committee will have their first meeting on September 17th. The Committee will begin initial work to develop the enterprise architecture plans, processes, and standards.

Adjournment The meeting was adjourned.